

Will I still receive child support services now that I am no longer receiving cash assistance (TANF)?

Yes, child support enforcement services will continue to be provided to you by your local child support office.

Will I receive my monthly child support now that I am no longer receiving cash assistance (TANF)?

You are entitled to receive your current, monthly support. The first collections received in each month will be applied to the court ordered monthly amount and sent to you. However, if the first collection received in a month is from an IRS tax refund intercept, that amount must be used to first pay unpaid support (arrear) owed to the federal and state government.

Will I receive any payments made for past unpaid support (arrear)?

All current monthly support after you stop receiving cash assistance will be paid to you and all unpaid support (arrear) from the time you stopped receiving cash assistance will also be paid to you.

Will I receive the unpaid support (arrear) for my case from the time when I was receiving cash assistance?

The support that was unpaid while you were receiving cash assistance is assigned to the state. It will be used to reimburse the federal and state government for the total cash assistance paid to your family.

How does the state know how much cash assistance (TANF) was paid to my family?

The Division of Child Support Enforcement (DCSE) receives information every month from the Family Assistance agency about how much cash assistance (TANF) was paid to your family. DCSE is told when you begin and when you stop receiving cash

assistance (TANF). If you have not kept a record of how much cash assistance (TANF) was paid to your family, you may ask your local Family Assistance office for this information.

Does the state keep all the assigned arrears from when I was receiving cash assistance?

Normally, the state keeps all assigned arrears to pay back the cash assistance (TANF) that you were given. However, the federal and state government cannot keep more than what was paid to your family in cash assistance (TANF).

How long does it take to receive a child support check once the other parent makes a payment?

Child support collections in the State of Arizona are sent to the State Disbursement Unit (SDU). All collections received by the SDU are sent out within two business days from when they are received. It will be mailed to the address given to us by the public assistance agency. Please make sure that you always tell us when you move.

Can I have my child support payment deposited directly into my bank account?

Yes. Contact your local child support enforcement office and ask for the forms to request Direct Deposit.

Why don't I receive the full amount of my monthly child support in one payment?

Most child support collections are made through a wage assignment sent by the employer of the non-custodial parent. The federal and state laws allow an employer to deduct a portion of the monthly support owed from each pay cycle. DCSE sends you the payments as they are received.

Also, some employers pay weekly/bi-weekly and deduct child support weekly/bi-weekly. This will cause the court ordered monthly amount to not be

paid in the full amount for ten months of a year. DCSE is working to encourage such employers to deduct the child support from the first four weekly pay cycles of the month.

And, some non-custodial parents may not earn enough to pay the full monthly child support amount. An employer is only allowed to deduct up to 50% of the non-custodial parent's disposable income for child support. Any amount that is unpaid becomes arrears.

How can I find out if a payment has been made on my case?

The Division of Child Support Enforcement has an automated payment system that you can call for information on payments. You can call (602) 252-4045 or 1-800-882-4151 to reach the automated system. The system will guide you through the steps you need to take. The first time that you call you will be given a Personal Identification Number (PIN). You will need to have your social security number in order to obtain payment information from the system. This service is available 24 hours a day, seven days a week. You may also call your local child support office during business hours.

How can I learn more about how payments on unpaid support are applied to my case?

You may request a copy of *Understanding the Disbursement of Your Child Support Payment* pamphlet from your local child support enforcement office. There is also a pamphlet called *Understanding the Assignment of Rights* that may be helpful in learning more about the laws that guide how arrears payments are disbursed.

I do not believe that I received the support collected on my behalf. What can I do?

You can request an administrative review within 30 business days after the date of your

monthly/quarterly notice of collections. You will need to request the administrative review in writing from the Division of Child Support Enforcement, P.O. Box 40458, Phoenix, Arizona 85067. Once your request has been received, an acknowledgement will be sent to you within ten business days. The acknowledgement may ask you for additional information needed to complete the review. A final determination will be sent within 30 business days of the date of the acknowledgement of your request or 10 business days after receipt of the additional information.

Under the Americans with Disabilities Act (ADA), the Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. For example, this means that if necessary, the department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. This document is available in alternative formats by contacting (602) 252-4045.

Local Area Child Support Offices:

**Apache County
DCSE Flagstaff Office**
Phone: (928) 527-0924
(800) 517-7365

**Cochise County Child
Support Services of
Arizona**
Phone: (520)432-3161
Toll Free (866)358-0616

**Coconino County
Flagstaff DCSE Office**
Phone: (928) 527-0924
(800) 517-7365

**Gila County
Attorney's Office
Child Support Division**
Phone: (928) 425-4464

**Graham County
Safford DCSE Office**
Phone: (928) 428-6648

**Greenlee County
Safford DCSE Office**
Phone: (928) 428-6648

**La Paz County
Attorney's Office**
Phone: (928) 669-6469

**Maricopa County
All Local Offices**
Phone: (602) 252-4045
(800) 882-4151

**Navajo Nation
Department of Child
Support Services**
Phone: (520) 674-2300

**Navajo County
Attorney's Office**
Phone: (928) 524-4730

**Pima County
Tucson DCSE Office**
Phone: (520) 622-7000

**Pinal County
Attorney's Office**
Phone: (520) 868-6615

**Santa Cruz
Child Support Services
of Arizona**
Phone: (520) 761-4787

**Yavapai County Child
Support Services of
Arizona**
Phone: (928) 771-1090

**Yavapai County Child
Support Services of
Arizona**
Phone: (928) 639-3131

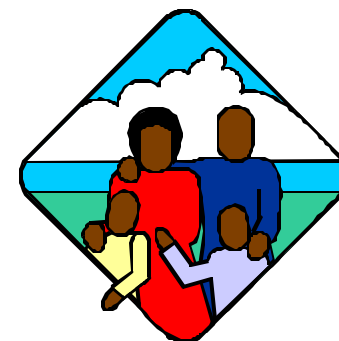
**Yuma County
Yuma DCSE Office**
Phone: (928) 539-1998

**Mohave County
Kingman DCSE Office**
Phone: (928) 753-3134

Department of Economic Security Division of Child Support Enforcement



**FREQUENTLY ASKED QUESTIONS:
NOW THAT YOU ARE NOT RECEIVING
CASH ASSISTANCE (TANF)**



Equal Opportunity Employer/Program

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